# Technical Services – CSOF5

Role summary for potential applicants

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| Advertised Job Title**:** | Business Analyst |
| Reference Number**:** | 57595 |
| Classification**:** | CSOF5 |
| Salary Range: | AU $95,369 to AU $103,205 plus up to 15.4% superannuation |
| Location**:** | Clayton, VIC or North Ryde, NSW or Yarralumla, ACT  |
| Tenure: | Indefinite  |
| Relocation assistance**:** | N/A |
| Applications are open to: | Australian Citizens Only |
| Functional Area**:** | Technical Services |
| % Client Focus - Internal: | 100% |
| % Client Focus - External: | 0% |
| Reports to the: | IT Manager, Information Management & Technology |
| Number of Direct Reports: | 0 |

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| **Role Overview:** |
| CSIRO’s Information and Technology (IM&T) division is embarking on an ambitious portfolio of work designed to support the organisations strategy to 2020. Underpinning the portfolio is a desire for staff to have seamless, secure access to tools, systems, and processes that back the delivery of world-class science. IM&T itself operates under agile and lean start-up principles and provides an environment where the technology and autonomy is provided to get on with delivery.The Business Analyst is responsible for end-to-end solution delivery including client engagement, solution development, end-user education and service promotion. They understand the technical capabilities of our platforms and apply these capabilities to solve line of business or research opportunities and problems. The role will specialise in liaison across the organisation and effect cultural change around Information Management.You will work closely with a range of internal and external stakeholders, including Customers, Managers, other Business Analysts, Developers, Testers, Infrastructure Specialists and others to deliver high-quality, data-driven solutions on behalf of CSIRO and the broader Australian and international community.**Security Clearance:** This is a security assessed position and successful applicants will be required to obtain and maintain a security clearance at baseline level. To obtain an Australian Government security clearance you must be an Australian Citizen.  |

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| **Duties and Key Result Areas:** |
| * Work effectively and autonomously as part of a regionally-dispersed, multi-disciplinary team
* Manage a number of competing priorities simultaneously.
* Approach non-routine tasks and deliver successful outcomes under broad direction.
* Provide advice to project stakeholders and clients which is aligned with overall business requirements and solution designs of the organisation.
* Communicate and achieve acceptance of novel ideas and approaches in support of the introduction of new capabilities and technologies.
* Complete assigned business analysis tasks as specified by due dates.
* Elicit and document business requirements utilising appropriate techniques and tools
* Write user stories.
* Documentation of solution architecture for current and future IT solutions supported by Information Services.
* Conduct analysis of business processes and requirements to develop solutions and options.
* Design and facilitate workshops with relevant stakeholders.
* Prepare user and training documentation as required.
* Participate in identifying and implementing service improvement projects and activities.
* Keep management and other team members informed of progress and issues.
* Contribute positively to stimulate and promote a team approach, and develop sound working relationships with clients and business owners.
* Prepare necessary reports to keep product development and achievements visible.
* Contribute to the continuous improvement of service delivery.
* Other duties as directed.
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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed****Pre-Requisites:**** **Education/Qualifications:** 2+ years’ experience in a business analysis role or experience in a related discipline, coupled with relevant training and/or certification.
* **Security Requirements:** Australian Security Clearance, or ability to meet eligibility requirements for Baseline clearance, including Australian citizenship.

***Essential Criteria:***1. Demonstrated ability to harness business analysis tools and techniques
2. Demonstrated experience in business solutions, data management or infrastructure based product development
3. Effective communication skills developed through client engagement, networking and product development.
4. Demonstrated experience in the development of solution requirements in an Agile environment
5. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation

***Desirable Criteria***1. Demonstrated ability to harness business analysis tools and techniques
2. Experience with using Microsoft Dynamics CRM

**CSIRO Values:** As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to excellent science, Inclusion, trust & respect, Health, safety & environment and Deliver on commitments.  In your application and at interview you will need to demonstrate alignment with these behaviours.***Special requirements:***To be eligible for this position you must hold a current Australian Security Clearance or have the ability to meet the requirements, and willingness to apply. |

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| **Other Information:** |
| **How to Apply**Please apply for this position online at [www.csiro.au/careers](http://www.csiro.au/careers). You may be asked to provide additional information (online) relevant to the selection criteria. If so, then responding will enhance your application so please take the time to provide relevant succinct answers. If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: careers.online@csiro.au. **Referees**: Please provide contact details of two previous supervisor or academic/professional referees in your resume/CV. We will ask your permission before making contact. **Contact:** If after reading the selection documentation you require further information please contact: Jessica Vakarian by email at Jessica.Vakarian@csiro.au or by phone on 03 9545 2388.Please do not email your application directly to Jessica Vakarian. Applications received via this method will not be considered.**About CSIRO**Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation. Find out more! [www.csiro.au](http://www.csiro.au). **About CSIRO** **Information Management and Technology (IMT)** is committed to introducing and maintaining up-to-date, quality information services in support of CSIRO’s strategic objectives. Ongoing business engagement maintains strong connections between IM&T and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IM&T's annual Operational Plans. |